**Job Description**

|  |
| --- |
|  |
| Job Title: Project Manager  Accountable to: Director of Strategic Planning  Responsible to: Unscheduled Care Programme Director  Department(s): Strategic Planning  Directorate: Strategic Planning  Job Reference: 167078    No of Job Holders: 1  Last Update: 30.08.2023 |
| 2. JOB PURPOSE |
| To plan, manage and deliver agreed project within timescales and budget ensuring collaborative working across a broad range of stakeholders to support the delivery of the project objectives. |
| **3. DIMENSIONS** |
| NHS Lothian provides primary care, community and secondary services for the Lothian population of approximately 850,000 from 22 hospital sites, 65 clinics and health centres as well as from privately owned GP surgeries. Tertiary services are provided for Southeast Scotland and the Board participates in a number of SE Scotland-wide Managed Care Networks (MCNs).  The Unscheduled Care Programme Team provide support to deliver a broad range of clinical and non-clinical improvement programmes to deliver the key aims outlined in the Lothian Strategic Development Framework.  One key aim is to prevent patient admission and support early discharge from hospital.  The Lothian Hospital at Home teams provide multidisciplinary holistic care to support the needs of older people with co-morbidities and frailty within their own homes or care home who would otherwise be admitted to hospital, through short term, targeted intervention.  The post holder is responsible for:  Leading on a number of projects aligned to strategic objectives and will support the Unscheduled Care Programme Director to manage and deliver plans to enhance and optimise Interface Care Hospital at Home service delivery consistently throughout Lothian.  The post holder will work with multiple senior multi-disciplinary stakeholders to ensure the overall project objectives are achieved.  The post holder is employed within NHS Lothian and there will be a requirement to work flexibly across Lothian to meet service demands. |
| 4. ORGANISATIONAL POSITION |
| Director of Strategic Planning  Unscheduled Care Programme  Director  Senior Project Manager  Senior Project Manager  Project Manager  (this post)  Senior Project Manager  Project Support  Manager  PA / Admin Support |
| 5. ROLE OF DEPARTMENT |
| NHS Lothian comprises four main hospital sites (The Royal Infirmary of Edinburgh, The Western General Hospital, the Royal Edinburgh Hospital, and St John’s Hospital) and corporate functions.  NHSL is also a partner in four integrated joint boards (IJBs) bringing together primary and community healthcare services, adult social care services, which also have strategic planning responsibility for “delegated functions” provided within acute services.  The Strategic Planning Directorate is responsible for developing effective strategic healthcare plans to meet the needs of the people of Lothian and beyond, and ensuring the delivery of those plans, including meeting specific targets, co-ordinating the modernisation of the NHS in Lothian and provision of services which promote equitable access for all members of the community.  The Directorate is also responsible for the promotion and development of partnerships and partnership/joint working with other NHS Boards, with local authorities, other statutory partners (e.g. police, Communities Scotland, etc.) and service users and the public, ensuring that we and the partner organisations align service plans in support of efficient, effective and equitable delivery of health and social care services to the people of Lothian. As of April 2016, the Directorate has a key role in ensuring that the strategic plans of IJBs are aligned with plans for NHS Lothian’s “retained” services.  These responsibilities include:   * Strategy development and strategic planning for NHS Lothian’s retained services, and for “delegated” functions in partnership with IJBs; * Developing, producing and monitoring the implementation of the Lothian Hospitals Plan in partnership with IJBs, other health boards, the Scottish Government, the third sector, and other public sector bodies; * Co-ordinating and monitoring the modernisation of NHS Lothian healthcare services, including service redesign, Managed Clinical Networks (MCNs) and modernisation programmes; * Ensuring that infrastructure development across all areas of NHS Lothian is fully aligned with and supports the healthcare delivery and joint service planning led by the directorate; * Regional and national planning; |
| 6. KEY RESULT AREAS |
| **Project management**   1. Responsible for overall management of the specific project including development of business case and project initiation documentation. 2. To develop and maintain a comprehensive project plan, including risk assessment of each phase, specifying the project goal structure, resource requirements and costs for delivery involving all key stakeholders to ensure delivery of projected efficiencies. 3. Review on an ongoing basis progress of the project, identifying where there is risk that project objectives or timescales will not be met, taking remedial action to bring the project back on track as required and that benefits are realised. 4. Develop all policies, procedures and protocols relating to the project ensuring implementation within the project team and by stakeholders. 5. Overall responsibility for the development and maintenance of project information systems which will be used to monitor and regularly report progress to the Project Board / Steering Group. 6. Participate in audits and surveys relating to the project and undertake research as necessary. 7. To develop and agree a clear exit strategy ensuring the benefits of the project continue to be realised and the project is mainstreamed as appropriate.   **Financial management**   1. Responsible for managing and monitoring the use of the project budget ensuring that the projects financial objectives remain on course and that progress is measured and reported on. 2. Ensure that the financial performance of the project is aligned to the work streams objectives.   **People management**   1. Day to day management of the project support team including allocating project tasks to individual members of the project team and ensuring that quality of work produced meets the required levels of quality and / or responsible for the development and delivery of training in the project to key stakeholders across the organisation.   **Communications**   1. To develop, agree and implement a rigorous communications strategy for the project, reaching all stakeholders within NHS Lothian and where appropriate further to key individuals and groups across NHS Scotland and beyond ensuring projects aims, objectives and benefits are cascaded. 2. Ensure there is a high level of awareness and ownership of the project, that vital information is shared, and that key learning points and good practice are disseminated effectively. 3. Working in partnership with programme and finance leads to provide robust monthly monitoring and quarterly forecasts on delivery to relevant programme boards/steering groups. 4. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty, and responsibility through the application of appropriate behaviors and attitudes. |
| 7a. EQUIPMENT AND MACHINERY |
| The following are examples of equipment which will be used when undertaking the role:   * Personal Computer – for audio/visual presentations during meetings * Laptop and projector– for audio/visual presentations during meetings * Telephone   **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. |
| 7b. SYSTEMS |
| The following are examples of systems which will be used when undertaking the role:  The post holder will be required to use the following systems in the course of their work for developing and monitoring project plans, producing reports and analysis project information:   * Regular use of the Internet, Intranet, Outlook email system and Microsoft Office software – Word, Excel, Access, Publisher, PowerPoint – to support programme management/development work and project monitoring/reporting. * Project and Performance Management systems to support planning. * Established database systems, e.g. contact/mailing database, etc. * Intranet/Internet – for accessing information sources to support project implementation.   Note: New systems may be introduced as the organisation and technology develops, however training will be provided. |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder is accountable to the work stream operational lead with whom objectives will be agreed and performance reviewed.  Overall direction will be provided through the Project Board/Steering group however the post holder will be expected to work autonomously, be self-directed, with freedom to make judgments within the parameters of their role.  Work is reviewed annually through the Personal Development Planning & Review system. |
| 9. DECISIONS AND JUDGEMENTS |
| The post holder will be expected to develop the project plan setting achievable and sustainable objectives over a determined time frame that will allow the delivery of the project to the expected standard. The post holder will be expected to make informed, autonomous decisions and judgements in relation to the project recognising any issues that may have the potential to have an adverse impact on the timeline of the project and devise and implement steps to eliminate these.  Decisions relating to the appropriate use of project budgets. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Working with a wide range of individuals and different professional groups, often with competing and conflicting priorities, to deliver realistic and practical plans.  To be able to prioritise and manage workload effectively in the face of competing demands on time and capacity.  High level of attention to detail and accuracy is required in analysis and reporting, sometimes from multiple sources.  Overcoming barriers to co-operation and understanding through application of highly developed motivational and persuasive skills. |
| 11. COMMUNICATIONS AND RELATIONSHIPS |
| The post holder will be expected to communicate with a wide range of stakeholders to the project, including the most senior personnel, both internally and externally. To undertake the role will require developed communication skills to enable key messages of the project to be cascaded effectively to stakeholders. Skills of persuasion, negotiation, tact and diplomacy will be required when communicating on behalf of the team. Communications relating to the project may be complex, sensitive and emotive and may be made in verbal, written or electronic format.  The post-holder will be expected to demonstrate sensitivity and awareness of “politically” sensitive issues and the need to adjust styles and behaviours to accommodate different situations and cultures.  Internal:   * Participation in a range of meetings within the Divisions/CHPs including communication with General Managers, Divisional Directors and representatives from Employee Relations, Finance, Clinical Staff and other support services. These can be on a 1:1 basis or where appropriate attendance at service/departmental meetings. * Communications department to promote project activities and disseminate information to staff using appropriate avenues/vehicles. * Staff-side representatives ensuring that all plans and activities are jointly endorsed and progressed on a partnership basis. * Project Teams to ensure that team members are able to undertake expected duties.   External:   * Externally, there is contact with senior staff in partner organisations, such as Scottish Government and other Health Boards. These contacts are concerned with progressing projects, giving advice and networking to share learning and experience to avoid duplication in effort and maximise effectiveness of work plans. * Collaboration with other Health Boards and public service areas in order to maximise any potential shared benefits. * Attendance at patient/public involvement forums to provide further information on service changes.   Post holder may be required to communicate / present through formal presentation to the wider public and patients. |
| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
| Physical:  Standard keyboard skills for producing reports and project plans.  Requirement to travel between sites to attend project meetings.  Transferring equipment required for presentations/training sessions across sites.  Mental:  Concentration required when analysing data, preparing findings and presenting in report format.  Workload may be unpredictable due to changing priorities of the project.  Emotional:  Communicating sensitive issues or unwelcome information to stakeholders of the project.  Liaising between groups of colleagues in different organisations who may have conflicting agendas, and ways of working.  Environmental:  Regular VDU use |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Training / Education:  Degree in a business-related subject  Postgraduate diploma/qualification in project management e.g. PRINCE 2 accreditation or equivalent experience  Skills and Experience:  Experience of working within the NHS or similar large and complex organisation  Excellent verbal and written communication skills with an ability to communicate well with staff at all levels.  Advanced level use of MS Word, Excel and PowerPoint  A good grounding in data presentation  Previous experience monitoring and managing budgets.  Experience of working in an environment with competing and conflicting priorities, deadlines and workloads. |
| 14. JOB DESCRIPTION AGREEMENT |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: |